Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
	Low	Medium	FCR Total
Environmental Quality	99 47	1 0	100 47
Customer Company Total	99 47	1 0	100 47

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Environmental Quality	99 2	1 0	100 2
Customer Company Total	99 2	1 0	100 2

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
Environmental Quality	99 0.08	1 0.29	100 0.08
Customer Company Total	99 0.08	1 0.29	100 0.08

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Missed Resolution**		
	Low	**Medium**	**MR Total**
Environmental Quality	99 3	1 0	100 3
Customer Company Total	99 3	1 0	100 3

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Environmental Quality	99 1.29	1 0.29	100 1.28
Customer Company Total	99 1.29	1 0.29	100 1.28

Environmental Quality

Detail

INC000000227022	Faye Bell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	3.86
INC000000227032	David Esser	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.49
INC000000227231	Michelle Weis	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.29
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.65
INC000000227318	Bill Damery	Application	Error	Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	5.74
INC000000227847	Steve Packham	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227848	John Chartier	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227872	Alex Pashley	Application	Error	Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.22
INC000000227873	Paul Mcconkie	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.20
INC000000227916	Nathan Lunstad	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227924	Charles Bishop	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	1.60
INC000000228047	Ilene Staker	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	1.49
INC000000228133	Amanda Reidhead	None	None	None		TIR Missed: No	TIR:	0.02
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.51
INC000000228145	Carolyn Fritz	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.44
Diebold	Dennis Rogers	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	4.69
INC000000228474	David Wheeler	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228481	Lori Knudsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228485	Lori Knudsen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed	TTR Missed: No	TTR:	0.00

Environmental Quality

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000228492	Richard Sanborn	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000228510	Robert Neal Olson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000228529	Glade Sowards	Application	None	Novell Messenger	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000228564	Kimberly A Wilcox	Application	None	WordPerfect Office 2002	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000228650	Michael Yang	Telecom	CrossTalk/Noise/Static	None	TIR Missed: No	TIR: 0.00
	Voice Operations	Annette Nielsen	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000228767	Charles Bishop	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.08
INC000000228893	Valerie Warr	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 1.89
INC000000228928	Lisa Gelino-Titcomb	EIS Hardware	Printer	None	TIR Missed: No	TIR: 0.44
	Diebold	Dennis Rogers	Environmental Quality	Low Closed	TTR Missed: Yes	TTR: 34.04
INC000000228983	Amanda Reidhead	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000229081	Lori Knudsen	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low Closed	TTR Missed: No	TTR: 5.66
INC000000229277	Ping Xi	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000229285	Michael Zucker	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000229293	Loren Morton	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000229620	Monique Rodriguez	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low Closed	TTR Missed: No	TTR: 1.08
INC000000229892	Rusty Lundberg	Application	Error	PGP	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000229898	Mark Jensen	Application	Error	Microsoft Word	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 0.00
INC000000229999	Neil Taylor	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 3.18
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	TTR: 3.18

Environmental Quality

INC000000230266	William Andes	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000230273	William Andes	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000230960	Margaret Hand	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000230965	Michelle Weis	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000231024	Lori Knudsen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000231118	Brent D Shaw	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.35

INC000000231377	Amanda Smith	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.42

INC000000231586	Bill Craig	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000231657	Mark Berger	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000231710	Kathy Lundy	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000231715	Lori Knudsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.13
Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.03

INC000000231936	Penny Flake	None	None	None		TIR Missed: No	TIR:	0.08
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.36

INC000000231945	Dale Jorgensen	None	None	None		TIR Missed: No	TIR:	0.07
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	3.20

INC000000231978	David Beatty	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.46
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	1.41

INC000000232095	Judy Etherington	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	0.22

INC000000232103	Christopher Bittner	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR:	9.85

INC000000232111	Alexander Anderson	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed	TTR Missed: No	TTR:	5.66

Environmental Quality

Incident	Requester	Category	Type	Item	Priority	Status	TIR Missed	TIR		TTR Missed	TTR
INC000000232333	Kimberly A Wilcox	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000232379	Trisha Johnson	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.10		
	Voice Operations	Annette Nielsen	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.55
INC000000232414	Michelle Weis	Print/Copy/Scan/Fax	Incident	None			TIR Missed: Yes	TIR:	1.35		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 1.55
INC000000232504	Patrick Sheehan	Application	Error	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 1.34
INC000000233286	Lori Knudsen	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed				TTR Missed: No	TTR:
INC000000233290	Steven Onysko	Network	Error	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000233312	Michael Yang	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.14		
	Voice Operations	Annette Nielsen	Environmental Quality		Low	Resolved				TTR Missed: No	TTR: 0.60
INC000000233937	Mark Hansen	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234049	Dave McNeill	None	None	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234055	Cynthia Beem	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234072	Mark Berger	Application	Error	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234160	Carolyn Fritz	Application	Error	Documentum			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234233	Doug Wong	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.23		
	Voice Operations	Kelly Johnson	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.33
INC000000234325	Daniela Walsh	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234472	Gwyn Galloway	Network	Error	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.00
INC000000234567	Christopher Bittner	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00		
	Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved				TTR Missed: Yes	TTR: 9.07
INC000000234740	Michelle Weis	Application	Error	None			TIR Missed: No	TIR:	0.61		
	Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Closed				TTR Missed: No	TTR: 0.82

Environmental Quality

INC000000234760	Robert Bird	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.29
	Metro B Desktop Support	Steve McCann	Environmental Quality	Medium	Closed		TTR Missed: No	TTR:	0.29
INC000000234815	Carolyn Fritz	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000234823	Jodie Swanson	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	2.78
INC000000234859	Jim Bowcutt	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.11
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.24
INC000000235136	Otis Willoughby III	Application	Password	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.64
INC000000235194	Amanda Smith	None	None	None			TIR Missed: No	TIR:	0.00
	Application Services	Danielle Hood	Environmental Quality	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000235600	Melissa Yazhe	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000235721	Jim Bowcutt	Application	Error	Utah Master Directory			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.57
INC000000235805	Nando Meli Jr	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000235811	Barbara Perkins	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000235902	Faye Bell	Network	Password	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000235904	Arlene Lovato	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000236104	Charles Bishop	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000236177	Ping Xi	Network	Virus	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000236193	Brad T Johnson	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000236761	Daniela Walsh	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.24
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	0.33
INC000000236834	Valerie Warr	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved		TTR Missed: No	TTR:	2.17

Environmental Quality

INC000000236932	Douglas Bacon	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237036	Emily Bartusek	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000237037	Ralph Bohn	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	1.84
INC000000237085	Marianne Booth	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237338	Craig Silotti	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237339	Eva Nieminski	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237414	Kathryn Dozier	Application	Error	Microsoft Access 2003		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	1.30
INC000000237417	Mark Bertelson	Application	Error	Documentum		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237802	Don Verbica	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	3.31
INC000000237813	Marty Gray	None	None	PGP		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	3.21
INC000000237924	Chad Harris	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238010	Steven Onysko	Application	Error	Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Steve McCann	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238481	Kathryn Dozier	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Tom Hanson	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	1.60
INC000000238485	Barbara D Johnson	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238489	Walter Baker	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239331	Harold Sandbeck	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Hosting	Paul Seager	Environmental Quality		Low	Resolved	TTR Missed: No	TTR:	0.07